

VelocityHall Online Permitting Instructions



First Time Registration

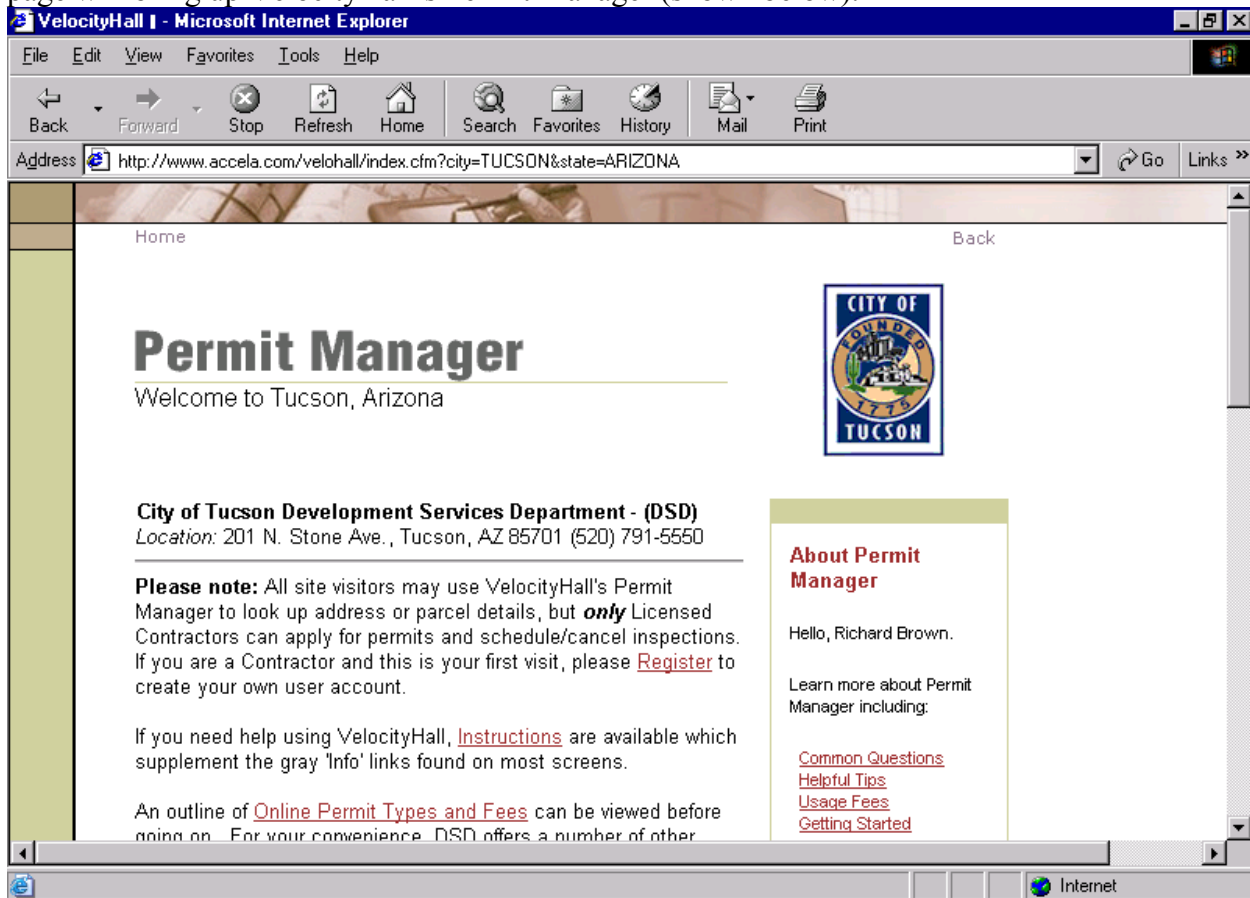
How to Create a User Account

A VelocityHall user account is required in order for Licensed Contractors to:

1. Apply for a Permit
2. Schedule/Cancel an Inspection
3. Use the 'My Permit Manager' utility

You must Register Online to create this account, but you will only have to go through this procedure once (unless you change your email address). After registration, you'll be able to login with only your email address and the password you designate

To Register, go to DSD's Online Permitting start page, the page you saved as a Favorite (in the instructional document, 'Getting Started'). Clicking the "I Accept" button at the bottom of this page will bring up VelocityHall's Permit Manager (shown below).



Click on the “**Register**” link - this takes you to New User Registration (shown next page).

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Please note there is a 'Register' link on the login screen, which you'll see whenever you're signing on to apply for a permit or schedule an inspection. But you only register once – subsequent visits you'll just login. In any event, this is the New User Registration page:

The screenshot shows a Microsoft Internet Explorer window titled "VelocityHall I - Microsoft Internet Explorer". The address bar displays "https://www.accela.com/secure/vchregister/index.cfm?FUSEACTION=START". The page content is titled "New User Registration" and includes a note: "Items marked with ** are required." Below this, there is a list of registration fields, each with an asterisk indicating it is required:

- Email *
- Password *
- Re-type Password *
- Password Hint *
- First Name *
- Last Name *
- Business Name *
- Address *
- City *
- State *
- Zip *
- Work Number *
- Fax Number

Each field is represented by a text input box. The "State" field is a dropdown menu, and the "Zip" field is split into two boxes for the area and the number. The "Work Number" and "Fax Number" fields are split into three boxes for the area code, the number, and the extension. At the bottom of the form, there is a text prompt: "Please verify the information you have entered above." The browser's status bar at the bottom shows "Done" and "Internet".

Type information into each text box that has an asterisk (*) next to it. Your user login will be the combination of your email address and the password you provide. You may use the TAB key to navigate between the boxes.

Pay particular attention to the box labeled "Password Hint". In the event you forget your password when trying to login at a later date, the system will display the "hint" that will hopefully jog your memory.

After filling out all required fields, click the 'Proceed' button at the bottom of the page (not shown, above). You will now see a Privacy Statement provided by the Vendor (Accela, Inc.) who supplied the software to the City of Tucson. Click the 'Proceed' button at the bottom of this page when finished reading (you will have to do some scrolling).

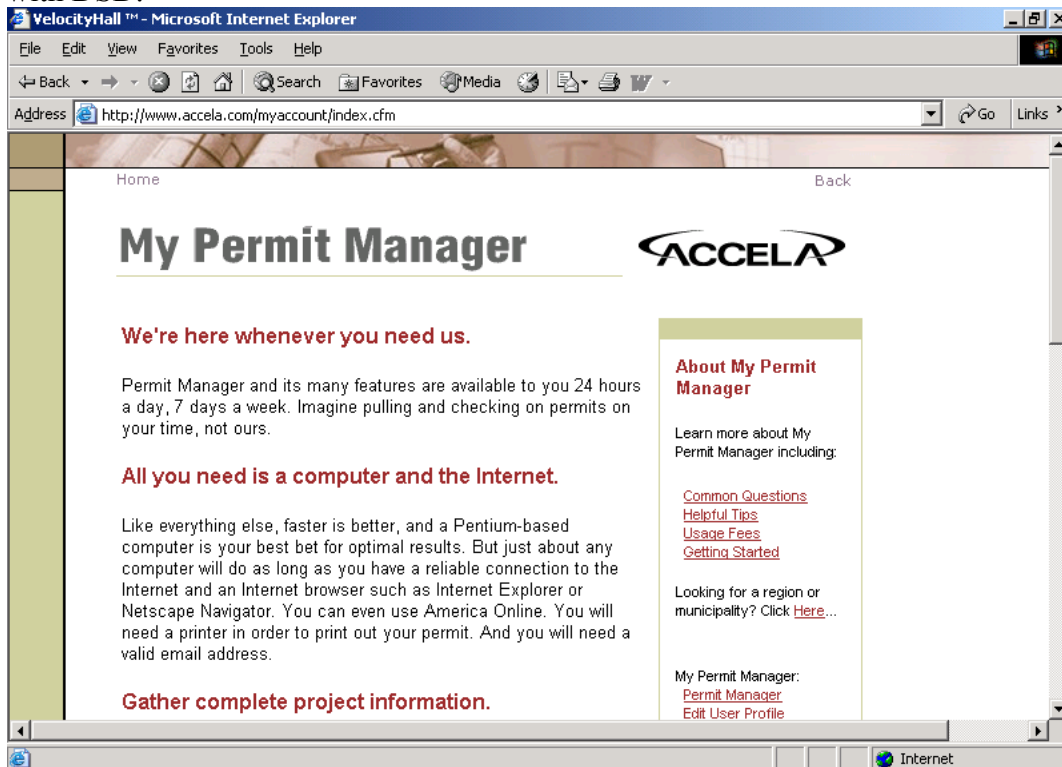
You will then be presented with a 'Terms and Conditions' page. These Terms and Conditions were also written by Accela, and they include generic verbiage (e.g., you are a Licensed Contractor and permits expire 180 days after issuance). Select the "**I Agree**" button at the bottom of the page to continue.

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Assuming you chose “I Agree” at the bottom of the ‘Terms and Conditions’ page, you will now be at the ‘Registration Confirmation’ page. Verify that the contact information you provided is correct, then click the “Proceed” button. Within a few seconds you will be sent an email from Accela thanking you for registering and providing your registration information (an example of this email is provided on the last page of this document). This email message will include your password, but this is the last time you will see it. The message was generated automatically by Accela (vchsupport@accela.com) after you registered as a user, and on it is a link to the VelocityHall Permit Manager system. Please note that Accela is a national company, and that the VelocityHall software it licenses is used by other cities as well. Don’t bother using this link - it may confuse you because it allows you to get to other cities. When you want to get to VelocityHall, just use the Favorite you’ve already created.

The email response you get also provides contact information. Please be advised that this is contact information for Accela, not the City of Tucson’s Development Services Department (DSD). You should only contact DSD with questions on use of VelocityHall or regarding specific permits.

After clicking the ‘Proceed’ button on the Registration Confirmation page, the following screen will now be displayed. It indicates that you have successfully established a VelocityHall account with DSD.



Scroll to the bottom of the page (shown above) until you see “Looking for a region or municipality?” (see next page).

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- Select the “Go >” button to begin using VelocityHall, as shown below.



- 1) You now have arrived at VelocityHall’s “Permit Manager” - this is the Home page of VelocityHall, and the starting point for using any of its utilities. In the future, you will navigate to this screen after clicking the “I Accept” button on City of Tucson’s ‘Welcome to Permit Manager’ page, or anytime you click on the gray “Home” link at the top left of any VelocityHall page.

Congratulations! At this point you have successfully created a Velocity Hall user account. However, before you use it to apply for permits or schedule inspections, you’ll need to link up your new account with your contractor license(s). Detailed instructions of this procedure are available in the online documents.

Example: Velocity Hall Registration email response

Thank you for registering with VelocityHall. Your account has been created with the following information:

Username: [YourUserName@YourInternetProvider](#)

Password: PasswordProvidedByYou

Please store this information where it can be easily retrieved should you need a reminder.

If you would like to access VelocityHall Permit Manager, go to:

<http://www.accela.com/>

If you would like to review your online permits, to re-print permit and receipt printouts, or to update your account information, visit us at:

<http://www.accela.com/myaccount/>

If you would like to contact us, please send an email to vchsupport@accela.com, or call us at 1-888-791-2999.

Thanks for using VelocityHall.

Sincerely,
VelocityHall Customer Service

This is an automated email notification. Please **do not** reply to this email.